

Sidney Job Service Annual Report 2008



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Greetings,

Over the past 75 years Job Service has experienced a multitude of changes. During that time services have been expanded and redeveloped, always in an attempt to improve customer service.

Today, Sidney Job Service stands as one of the regions One-Stop Workforce Centers. Services include job matching, career development, training development, business resource, and job seeker resource among many others. Services continue to be redeveloped to meet the needs of the community and the surrounding area.

In the next few pages you will find more specific information on our accomplishments over the last year. Please take a few minutes to review the information and see how we may be relevant to you.

I and the staff of Sidney Job Service invite you to stop in anytime. It may be for information, a tour, or simply to offer suggestions. If you have any questions or concerns please feel free to contact our office at 406-433-1204.

Sincerely,

Vernette Torgerson, Manager
And the Staff of Sidney Job Service Workforce One-Stop Center

Purpose Statement

Our primary purpose is to develop and maintain a high quality workforce system for the state of Montana that supports and enhances the economic health of the business community as well as to provide a prepared workforce

Motto

“Superior Service for a Working Montana, Continuous Improvement for increased Customer Satisfaction”

We Placed Workers in Jobs

In 2008:

- Employers listed 510 jobs from January 15, 2008 to January 15, 2009.
 - Jobs posted free.
 - Cost comparison
 - Careerbuilder.com \$419 per job
 - JobBank USA \$10 per resume viewed
 - Monster.com \$225 per job
 - Coolworks.com \$109 per job (30 days)
\$109 help wanted now
(7days)
- During this same time frame 8681 referrals were made.
 - 4691 of these were from the website with 45 resulting in hires.
 - 3990 of these were from staff with 269 resulting in hires.
 - A total of 314 hires were made from referrals.
- Customers received job referral information in person at our One–Stop Center, by phone and through our website.
- Job Service partnered with Unemployment Insurance Division to provide in-depth services, job search coaching, and career matching to unemployed workers to reduce time spent out of work.
- Staff worked with individuals to develop career goals and plans to best match them with current positions.
- Staff offered referrals and information to customers. The following agencies are some examples:
 - Wage and Hour Claims Bureau
 - Human Rights Bureau
 - Worker’s Compensation
 - Licensing

- Staff worked with individuals and referred to outside resources for further development of job readiness skills. Examples are:

- Alcohol and Drug
- Matthew House Homeless Shelter
- Office of Public Assistance
- Health Department
- Vocational Rehabilitation
- Living Independently for Today and Tomorrow (LIFTT)
- Mental Health
- Social Security
- GED/Adult Education /Literacy Volunteers of America

We Trained Job Seekers

- Assistance and training was provided to 11 participants through the WIA and Dislocated Worker program in 2008. These trainings were in areas such as:
 - Nail Technician
 - GED
 - Computer Courses
 - Nursing
- Training through the WIRED program was provided to 38 individuals in fields such as:
 - Truck Driving
 - Heavy Equipment Operating
 - Agri-Business
- Hundreds of vocational and skill tests at no cost to customers through the Prove-IT! Testing service.
- Access to the Montana Career Information System (MCIS) was provided to students and adults..
- Assistance and resources for resume building was provided to numerous individuals. New resource material was purchased for use by those who have a criminal background.

- ➡ Staff provided assistance and resources for interview preparation.
- ➡ A library of multimedia was made available for use in the office:
 - Attitude
 - Dress
 - Ethics
 - Creativity
 - Customer Service
 - Interviewing when your past is not the best.

We Trained and Supported Employers

- ➡ A library of multimedia resources for employers to use for training was made available.
- ➡ Job Service Employers' Committee (JSEC) partnerships with local businesses and provider agencies were developed.
 - JSEC meets monthly to discuss the needs of local business.
 - It is through JSEC that local trainings such as Steve Beck customer service have been offered.
 - More trainings are being developed for the future.
- ➡ Assistance was provided to businesses for job description development.
- ➡ Generic applications, behavioral interview information, and disciplinary information was provided for use by businesses.
- ➡ Staff worked with employers applying for foreign labor by providing the following:
 - Housing inspections
 - Job Advertising for American Workers
 - Informational Training on Current requirements.
- ➡ A wide variety of other services were provided to businesses such as:
(this is not an inclusive list)

- Handbook Development
- Wage and Hour referral information
- Job Order Development
- Free Mandatory Posters
- New Hire forms
- Independent Contractor forms
- Contractor Registration forms
- Tax information

We Supported Our Community

- Proud membership of the Sidney Chamber of Commerce was continued.
- Proud membership of Richland Economic Development was continued.
- Staff participated in the State of the Community Address.
- Numerous agencies “hoteled” (temporarily out-station staff members) at our Job Service “One-Stop” Center. Examples are
 - Vocational Rehabilitation
 - Action for Eastern Montana
 - Job Corp
 - Youth Challenge
 - Veterans Affairs
- Organization of the Easternplains Workforce System was continued.
 - This system brings together area service providers and business.
 - The goal is to identify and find solutions to workforce issues.
 - The one-stop status allows access to different grants to provide financial assistance in resolving identified issues.
 - An initial B.E.A.R. (Business Expansion and Retention) training was conducted in November.
- B.E.A.R.
 - This system brings together resources to assist local business.

- Area business people volunteer and receive training to be mentors
 - Local business owners apply and are selected to be interviewed to become clients.
 - Trained volunteers interview the selected businesses to assess overall business health.
 - The BEAR assessment team reviews the information and identifies need.
 - Suggested resources contact the business owner to discuss support.
- ➡ Employers routinely used our office for recruiting and interviewing.
- ➡ Staff made efforts to conserve energy. Some examples follow:
- Car pooling to meetings and trainings
 - Using the front shades to help control office temperature
 - Recycling toner and printer cartridges
 - Recycling boxes
 - Ordering so that shipping comes less frequently
 - Recycling and properly disposing of old computer equipment
 - Reducing the amount of paper used
 - Using technology to reduce the use of paper products and mailing expense

We Honored Our Core Values

- ➡ Sidney Job Service is part of the Workforce Services Division of the Department of Labor and Industry
- ➡ This Department has established core values developed for staff.
- ➡ Montana Department of Labor and Industry Core Values
- **Customer Focus**
 - Making all decisions based on what is best for the customers – internal and external –within legal parameters of laws and regulations.
 - Inviting customers' participation to better identify their needs.
 - **Individual Responsibility**

- Taking responsibility for your job performance, your attitude, your professionalism, and your communication.
 - Working effectively and productively in teams and partnerships, and taking responsibility for your role in developing and maintaining healthy relationships with business partners.
 - Seeking out training, tools, and information needed to do your job.
 - Always looking for new and innovative ways to improve customer satisfaction.
 - Accepting responsibility and accountability before you act.
- **Individual Growth**
 - Freely sharing knowledge and opportunities for staff development.
 - Committing resources (money, time, tools) for staff development.
 - Recognize individual strengths and valuing how they contribute to the whole.
 - Looking creatively at solutions to enhance staff performance at all levels.
- **Ethics In The Workplace**
 - Trust
 - Mutual support
 - Respect for others
 - Honesty
 - We do not tolerate mean-spirited behavior.
- **Continuous Improvement**
 - Continually question the “why” and “how” of performing your job duties
 - Including all stakeholders that may be affected by any change or improvement you are considering.
 - When appropriate, using data and a structured method to make decisions.